HP OpenView Service Desk 4.5

Addendum to Installation Guide

First Edition

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Preface

This document is an addendum to the HP OpenView Service Desk Installation Guide and contains information that was not available at the time Service Desk 4.5 was released.

This information is intended for system administrators responsible for installing and configuring the Service Desk application server and database.

If you want to install the Service Desk application server and database server, you must have a thorough knowledge of databases, servers and networking. Knowledge of IT service management is not required. It is also assumed that you have access to all resources on the computers or network where HP OpenView Service Desk will be installed.

This addendum contains information on how to install and configure the Oracle OCI driver to connect to the Oracle database. The installation and configuration of the JDBC driver is already described in Chapter 5 of the *HP OpenView Service Desk Installation Guide*.

This guide is organized as follows:

- Chapter 1, “Configuring the Application Server for the OCI Driver,” on page 9 describes how to configure the application server after installation.

Revision History

When an edition of a manual is issued with a software release, it has been reviewed and tested and is therefore considered correct at the date of publication. However, errors in the software or documentation that were unknown at the time of release, or important new developments, may necessitate the release of a service pack that includes revised documentation. Revised documentation may also be published on the Internet, see “We Welcome Your Comments!” on page 7 for the URL.

A revised edition will display change bars in the left-hand margin to indicate revised text. These change bars will only mark the text that has been edited or inserted since the previous edition or revised edition.

When a revised edition of this document is published, the latest revised edition nullifies all previous editions.

Table 1 **Revision History**

Edition and Revision Number	Issue Date	Product Release
HP OpenView Service Desk Installation Guide, First Edition	July 2002	Service Desk 4.5
Addendum to HP OpenView Service Desk Installation Guide, First Edition	February 2003	Service Desk 4.5

We Welcome Your Comments!

Your comments and suggestions help us understand your needs, and better meet them. We are interested in what you think of this manual and invite you to alert us to problems or suggest improvements. You can submit your comments through the Internet, using the HP OpenView Documentation Comments Web site at the following URL:

http://ovweb.external.hp.com/lpe/comm_serv

If you encounter errors that impair your ability to use the product, please contact the HP Response Center or your support representative.

The latest versions of OpenView product manuals, including Service Desk manuals, are available on the HP OpenView Manuals Web site at the following URL:

http://ovweb.external.hp.com/lpe/doc_serv

Software patches and documentation updates that occur after a product release, will be available on the HP OpenView Software Patches Web site at the following URL:

http://support.openview.hp.com/cpe/patches

1 Configuring the Application Server for the OCI Driver

This chapter describes how to configure the Service Desk application server to use the OCI driver. This driver allows the use of Oracle Names

Services and fail-over. It is also referred to as the “thick” client.

For information on configuring the application server for use with the JDBC driver for Oracle, (also known as the “thin” client) see chapter 5, “Configuring the Application Server” in *HP OpenView Service Desk Installation Guide*.

Installation and Configuration

Prerequisites

Before following the instructions below, you should have:

- Already implemented fail-over configuration of your Oracle database. This requires a detailed knowledge of Oracle database administration. For further information, refer to your Oracle documentation.
- The Oracle client CD-ROM.
- A valid Service Desk database user account and password.

Installation

1. Install the Oracle client software, including Net8 (in Oracle 9i renamed Oracle Net), the OCI libraries and the JDBC drivers (for JDK 1.2), on the same machine as the Service Desk application server. For information on how to install this software, refer to your Oracle documentation.
2. If you are using Oracle 9i release 1, the required OCI classes are already located in `<SD_home>\lib\classes12.zip` file. If you are using a different version of Oracle, you should copy the `classes12.zip` file from the Oracle client installation to the directory `<SD_home>\lib`.

IMPORTANT

The `classes12.zip` file version and the Oracle client version must be the same.

3. Within the Server Settings Editor, select Database Accounts, and click `Add`. The Properties dialog box appears. Within the General page, the Database Type must be Oracle.

   Within the Connection page, the Host and IP Port fields should be left blank. The Instance field should specify the Oracle alias to the Service Desk database. This must be the net service name.

4. Start the Service Desk application server, and verify that Oracle fail-over is functioning correctly.